

EGSC Online Only Student Satisfaction Survey Spring 2020



25

Total Responses

Date Created: Thursday, April 02, 2020

Complete Responses: 21

Q1: In what academic year are you?

Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	
Freshmen	40.00%	10
Sophomore	20.00%	5
Junior	20.00%	5
Senior	20.00%	5
TOTAL		25

Q2: Please rate the quality of enrollment services provided by the following offices since classes resumed on March 30.

Answered: 25 Skipped: 0

	SERVICE QUALITY IS SATISFACTORY AND HAS IMPROVED.	SERVICE QUALITY IS SATISFACTORY AND HAS STAYED THE SAME.	NO OPINION	SERVICE QUALITY IS UNSATISFACTORY, BUT HAS IMPROVED.	SERVICE QUALITY IS UNSATISFACTORY AND HAS DECLINED.	TOTAL	WEIGHTED AVERAGE
Admissions	32.00% 8	60.00% 15	8.00% 2	0.00% 0	0.00% 0	25	1.76
Financial Aid	36.00% 9	36.00% 9	20.00% 5	4.00% 1	4.00% 1	25	2.04
Student Records	28.00% 7	56.00% 14	16.00% 4	0.00% 0	0.00% 0	25	1.88

Q3: Rate the quality of student services provided by the following offices since classes resumed on March 30.

Answered: 25 Skipped: 0

	SERVICE QUALITY IS SATISFACTORY AND HAS IMPROVED.	SERVICE QUALITY IS SATISFACTORY AND HAS STAYED THE SAME.	NO OPINION	SERVICE QUALITY IS UNSATISFACTORY, BUT HAS IMPROVED.	SERVICE QUALITY IS UNSATISFACTORY AND HAS DECLINED.	TOTAL	WEIGHTED AVERAGE
Counseling	16.00% 4	28.00% 7	56.00% 14	0.00% 0	0.00% 0	25	2.40
Disability	20.00% 5	20.00% 5	60.00% 15	0.00% 0	0.00% 0	25	2.40
Student Conduct	16.00% 4	20.00% 5	64.00% 16	0.00% 0	0.00% 0	25	2.48
Title IX	16.00% 4	20.00% 5	64.00% 16	0.00% 0	0.00% 0	25	2.48

Q4: Rate the quality of academic services provided by the following offices since classes resumed on March 30.

Answered: 25 Skipped: 0

	SERVICE QUALITY IS SATISFACTORY AND HAS IMPROVED.	SERVICE QUALITY IS SATISFACTORY AND HAS STAYED THE SAME.	NO OPINION	SERVICE QUALITY IS UNSATISFACTORY, BUT HAS IMPROVED.	SERVICE QUALITY IS UNSATISFACTORY AND HAS DECLINED.	TOTAL	WEIGHTED AVERAGE
Advisement	28.00% 7	60.00% 15	8.00% 2	0.00% 0	4.00% 1	25	1.92
Tutoring	16.00% 4	16.00% 4	64.00% 16	0.00% 0	4.00% 1	25	2.60
ProctorU	16.00% 4	28.00% 7	48.00% 12	0.00% 0	8.00% 2	25	2.56
Library	20.00% 5	36.00% 9	44.00% 11	0.00% 0	0.00% 0	25	2.24

Q5: How would you describe your overall learning experience while taking all of your courses online?

Answered: 21 Skipped: 4

ANSWER CHOICES	RESPONSES	
Satisfactory and its an improvement over face-to-face classes	28.57%	6
Satisfactory and its comparable to face-to-face classes	38.10%	8
No Opinion	19.05%	4
Unsatisfactory, but its an improvement over face-to-face classes	4.76%	1
Unsatisfactory and its worse than face-to-face classes	9.52%	2
TOTAL		21

Q9: Overall, how satisfied are you with your experience at EGSC?

Answered: 21 Skipped: 4

ANSWER CHOICES	RESPONSES	
Very satisfied	66.67%	14
Somewhat satisfied	23.81%	5
Neither satisfied nor dissatisfied	0.00%	0
Somewhat dissatisfied	4.76%	1
Very dissatisfied	4.76%	1
TOTAL		21

Q10: How likely are you to continue attending EGSC next year?

Answered: 21 Skipped: 4

ANSWER CHOICES	RESPONSES	
Very likely	61.90%	13
Likely	14.29%	3
I plan to graduate from EGSC this year	14.29%	3
Unlikely	4.76%	1
Very unlikely	4.76%	1
TOTAL		21

Q11: How likely are you to recommend EGSC to others?

Answered: 21 Skipped: 4

ANSWER CHOICES	RESPONSES	
Very likely	71.43%	15
Likely	19.05%	4
Neither likely nor unlikely	4.76%	1
Unlikely	4.76%	1
Very unlikely	0.00%	0
TOTAL		21

Q12: Gender:

Answered: 21 Skipped: 4

ANSWER CHOICES	RESPONSES	
Female	57.14%	12
Male	42.86%	9
TOTAL		21

Q13: Age group:

Answered: 21 Skipped: 4

ANSWER CHOICES	RESPONSES
18-24	38.10% 8
25-34	38.10% 8
35-44	4.76% 1
45 or older	19.05% 4
TOTAL	21

Q14: Ethnicity:

Answered: 21 Skipped: 4

ANSWER CHOICES	RESPONSES	
American Indian or Alaskan Native	0.00%	0
Asian	0.00%	0
Black or African American	23.81%	5
Hispanic/Latino	9.52%	2
Multiracial	4.76%	1
Native Hawaiian or Pacific Islander	0.00%	0
White	61.90%	13
TOTAL		21